



kath

Dickson

I N S T I T U T E

2022

Kath Dickson Institute

STUDENT HANDBOOK

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# WELCOME TO THE KATH DICKSON INSTITUTE (RTO Code 5394)

The Kath Dickson Institute (KDI) would like to warmly welcome all new students and thank you for choosing us as your preferred Registered Training Organisation (RTO).

Established in 1996, the Kath Dickson Institute specialises in Nationally accredited qualifications from the Community Services Training Packages. KDI operates in accordance with the National Vocational Education and Training Regulator Act 2011 and the Standards for RTO's 2015.

KDI is a Skills Assure Supplier (SAS) with the Department of Employment, Small Business and Training (DESBT) for delivery of training and assessment services for User Choice and Vocational Education and Training (VET) Investment Plan contracts.

The Institute specialises in face-to-face training as we believe students learn best by building and maintaining relationships with training staff. All training and assessment is conducted in the workplace to reduce the gap between a training environment and working on the job. This method allows for a high quality, hands on training approach and assists in the development of professional skills that are relevant to the work environment.

## OUR COLLEGES

<i>TOOWOOMBA HEAD OFFICE</i>	2 Lawrence Street, Toowoomba (PO Box 1746, Toowoomba QLD 4350)  Phone: 07 4633 8400 / 1300 336 345 Email: <a href="mailto:hello@kdfc.com.au">hello@kdfc.com.au</a> Website: <a href="http://www.kdfc.com.au">www.kdfc.com.au</a>
<i>SUNSHINE COAST OFFICE</i>	21 Ocean Street, Maroochydore (PO Box 208, Maroochydore QLD 4558)  Phone: 0488 400 464 / 0476 847 591 Email: <a href="mailto:hello@kdfc.com.au">hello@kdfc.com.au</a> Website: <a href="http://www.kdfc.com.au">www.kdfc.com.au</a>
<i>BRISBANE</i>	0439 252 717
<i>GOLD COAST</i>	0439 252 717
<i>SOUTH WEST QUEENSLAND</i>	07 4633 8400
<i>IPSWICH</i>	0439 252 717
<i>BUNDABERG</i>	0457 754 400
<i>GYMPIE</i>	0457 754 400
<i>HERVEY BAY</i>	0457 754 400
<i>MARYBOROUGH</i>	0457 754 400
<i>TOWNSVILLE</i>	0403 768 087
<i>TROPICAL NORTH QLD</i>	0476 854 083
<i>CENTRAL QUEENSLAND</i>	0448 855 550 / 0409 100 957
<i>WESTERN QUEENSLAND</i>	0407 635 644

## ABOUT THE KATH DICKSON FAMILY CENTRE

Kath Dickson Family Centre is a not-for-profit, community-based organisation that focuses on the wellbeing of families and children, specifically in the crucial early years of childhood, from 0-5 years.

We were established in 1975, by Miss Kathleen Dickson BEM and Dr John Irvine, in response to the emerging need for quality child care options. Over the past 45 years, we have grown and diversified, but continue to remain true to the vision and values of Miss Dickson.

The organisation operates a number of distinct divisions:

*Kath Dickson Family Day Care* continues to provide the community with affordable, flexible, quality child care in a nurturing, family home environment.

*Kath Dickson Education and Care Centre (Gladstone Street)* in Toowoomba provides long day care for ages 6 weeks to 5 years, and a fully-accredited kindergarten program for 3-5 year olds.

*Kath Dickson Education and Care Centre (Toowoomba Central)* also in Toowoomba, offers long day care and casual bookings as well as a fully-accredited kindergarten program for 3-5 year olds.

Both services have places allocated to emergency care, for families in crisis.

In 1996, we began training the next generation of early childhood educators with the opening of our Registered Training Organisation. *Kath Dickson Institute* provides training in nationally accredited qualifications via our network of trainers throughout Queensland. The Institute also provides professional development sessions and networking opportunities for the early childhood sector.

In addition, we coordinate a range of community programs to support families and children, particularly for those most in need.

## KATH DICKSON STAFF

The **Chief Executive Officer** has a responsibility for the strategic direction for all divisions of the Kath Dickson Family Centre and its staff, and is the representative of the Board of Directors

The **Institute Director** has responsibilities for all matters relating to the delivery of all courses including student services and teaching quality.

The **Compliance Manager** ensures the Institute is compliant within legislative requirements.

The **Senior Finance Officer** is responsible for all financial matters pertaining to all divisions of the Kath Dickson Family Centre

**Trainers and Assessors** are responsible for all training and assessment

**Administration Staff** are responsible for enrolling and processing all matters relating to students and training staff.

# CODE OF PRACTICE

This Code of Practice is a framework for the delivery of high quality training for all of our clients. It is made up of a number of principles which include, but are not limited to those detailed below, and which are designed to underpin a quality institute.

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## ACCESS AND EQUITY

All of our students will be recruited in an ethical and responsible manner and consistent with the requirements of the National Training Package. Our Access and Equity Policy ensures that our KDI will develop and implement principles and strategies to support the inclusion of disadvantaged people into our courses.

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## PROTECTION OF CONFIDENTIALITY

The KDI will always protect the rights for privacy and confidentiality of students and employers as per the privacy Act.

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## MARKETING

KDI will market our courses with integrity and accuracy and will avoid vague and ambiguous statements relating to Vocational Education and Training. In all of our marketing, we undertake that no false or misleading comparisons will be drawn with any other provider of the course. In relation to our specific programs, User Choice and QLD VET Investment, all marketing will acknowledge the contribution of the Queensland Government as required by the Department Education, Small Business and Training (DESBT).

# LEGISLATION

There are a number of legal requirements and responsibilities that will directly impact on students. Students are to be familiar with the Acts and Regulations specific to their workplace.

The Kath Dickson Institute are committed to comply with relevant State or Territory laws including Commonwealth or State legislation. Legislation we are subject to includes (but is not limited to) the following:

### *COMMONWEALTH LEGISLATION*

- Education and Care Services National Law Act 2010
- National Vocational Education and Training Regulator
- Privacy Act 1988
- Work Health and Safety Act 2011
- Racial Discrimination Act 1975
- Human Rights and Equal Opportunity Commission Act 1986
- Sex Discrimination Act 1984
- Education and Care Services National Regulations 2013

### *STATE LEGISLATION*

- Relevant State & Territory Health Acts and Regulations
- Relevant State and Territory Anti-Discrimination Acts
- Relevant State & Territory Safety Acts and Regulations
- Food Act 1981
- Health (Drugs & Poisons) Regulations 1991
- Building Fire and Safety Regulations 1996
- Health Rights Commission Act 1991
- Commission for Children and Young People and Child Guardian Act 2000



# PROGRAM DEFINITIONS

## GOVERNMENT FUNDED PROGRAMS

### USER CHOICE PROGRAM (TRAINEES AND APPRENTICES)

Qualifications available under User Choice are:

- CHC30121 Certificate III in Early Childhood Education and Care (Trainees/School based trainees – Under 21/25 Program)
- CHC50121 Diploma of Early Childhood Education and Care (Apprentices/School based apprentices – Under 21/25 Program) Eligibility Requirements:
  - Minimum 15 hours per week permanent employment is required.
  - School based trainees'/Apprentices' employment arrangement have a minimum requirement of 100 days (750 hours). Further details can be found at <https://desbt.qld.gov.au/training/apprentices/sats>
  - Employer must agree to enter into a Contract between the DESBT, the Employer and the Apprentice/Trainee.
  - Apprentices and Trainees are placed on a monthly visit schedule (visit schedule may be negotiated upon enrolment) Refer to Visit Schedules
  - After registration, Apprentices and Trainees are issued with a specific start and end date that need to be adhered to.

*\*All training is government subsidised. Information regarding this can be obtained at <http://www.training.qld.gov.au/index.html>*

### Government Subsidies apply for Trainees and Apprentices as outlined below:

Contract Name	Contract Code	Program	SE Subsidy 100%	Country Subsidy 115%	Remote Subsidy 175%	Cape York 250%
Apprentice Diploma (15 units)	PS101934	QLD User Choice 2020- 2022 Total funding per student \$10710.00	\$714.00	\$821.10	\$1249.50	\$1785.00
Trainee Cert III (17 units)	PS101934	QLD User Choice 2020- 2022 Total funding per student \$5210.00	\$306.47	\$352.44	\$536.32	\$766.18

## QUEENSLAND VET INVESTMENT

Qualifications available under Queensland VET Investment:

- CHC22015 Certificate II in Community Services (Certificate 3 Guarantee)

Eligibility Requirements:

- be aged 15 years or above, and no longer at school (with the exception of VET in School (VETiS) students
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen.
- not hold, and not be enrolled in, a certificate III or higher level qualification, not including qualifications completed at school and foundation skills training. Qualifications achieved prior to 1995 are excluded.

- CHC30121 Certificate III in Early Childhood Education and Care (Certificate 3 Guarantee)

Eligibility Requirements:

- be aged 15 years or above, and no longer at school (with the exception of VET in School (VETiS) students
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen.
- not hold, and not be enrolled in, a certificate III or higher level qualification, not including qualifications completed at school and foundation skills training. Qualifications achieved prior to 1995 are excluded.

- CHC30121 Certificate III in Early Childhood Education and Care (JobTrainer Fund)

Eligibility Requirements:

- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen;
- Have finished school or no longer be at school (including home schooled);
- Not already enrolled in training (includes VET and higher education courses);
- Not have previously completed a qualification funded under JobTrainer Fund; and
- Either be a job seeker or a school leaver or young person (as of 1<sup>st</sup> October, 2021 childcare qualifications can have any student enroll regardless of age and employment status)

- CHC50121 Diploma of Early Childhood Education and Care (Higher Level Skills)

Eligibility Requirements:

- be aged 15 years or over, and no longer at school
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen.
- not hold, and not be enrolled in, a certificate IV or higher level qualification, not including qualifications completed at school and foundation skills training. Qualifications achieved prior to 1995 are excluded.

- CHC50121 Diploma of Early Childhood Education and Care (JobTrainer Fund) Eligibility

Requirements:

- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen;
- Have finished school or no longer be at school (including home schooled);
- Not already enrolled in training (includes VET and higher education courses);
- Not have previously completed a qualification funded under JobTrainer Fund; and
- Either be a job seeker or a school leaver or young person (as of 1<sup>st</sup> October, 2021 childcare qualifications can have any student enroll regardless of age and employment status)

- CHC62015 Advanced Diploma of Community Sector Management (Higher Level Skills)

Eligibility Requirements:

- be aged 15 years or over, and no longer at school
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen.
- Student must be an existing worker in the Community Services and health Industry and may already hold a Certificate IV or higher level qualification

*\* Students can only access the subsidy once, so it is important you take the time to carefully consider your training options, and compare different providers and their fees, before committing to a course of study.*

**Government Subsidies for Kath Dickson apply for Students who qualify for the Guarantee and Higher Level Skills programs as outlined below:**

Contract Name	Contract Code	Program	SE Subsidy 100%	Country Subsidy 115%	Remote Subsidy 175%	Cape York 250%
Guarantee Concession Cert III (17 units)	QS102349	Certificate 3 Guarantee Total funding per student \$3888.00	\$228.70	\$263.01	\$400.23	\$571.75
Guarantee Non Concession Cert III (17 units)	QS102349	Certificate 3 Guarantee Total funding per student \$3456.00	\$203.29	\$233.78	\$355.75	\$508.23
Guarantee JobTrainer Cert III (17units)	QS102349	Certificate3 Guarantee JobTrainer Total funding per student \$4320.00	\$254.12	\$292.24	\$444.71	\$635.30
Higher Level Skills Concession Diploma (15 units)	QS102349	Higher Level Skills Total funding per student \$7531.00	\$502.06	\$577.38	\$878.61	\$1255.15
Higher Level Skills Non-Concession Diploma (15 units)	QS102349	Higher Level Skills Total funding per student \$6202.00	\$413.47	\$475.49	\$723.57	\$1033.68
Higher Level Skills JobTrainer Diploma (17units)	QS102349	Higher Level Skills Total funding per student \$7531.00	\$443.00	\$509.45	\$775.25	\$1107.50
Higher Level Skills Concession Ad Dip (13 units)	QS102349	Higher Level Skills Total funding per student \$5602.00	\$430.92	\$495.56	\$754.11	\$1077.30
Higher Level Skills Non-Concession Ad Dip (13 units)	QS102349	Higher Level Skills Total funding per student \$4613.00	\$354.84	\$408.07	\$620.98	\$887.12

## FEE FOR SERVICE PROGRAMS

- CHC14015 Certificate I in Active Volunteering

Eligibility Requirements:

- Students enrolled pay for their own training costs.
- Students must progress through their studies as per their training plan and will receive support from a trainer regularly in the workplace.
- Students have an option to be external, to progress reasonably through their studies at their own pace with trainer visits but are supported by a trainer through social media, student support line and e-mail. Workplace visits need to be conducted at a minimum of 2 times during the duration of the course or as required for the student to achieve competency. Class mode and study groups are an option in some areas— please contact Head Office for more details regarding classes in your area.

- CHC22015 Certificate II in Community Services

Eligibility Requirements:

- Students enrolled pay for their own training costs.
- Students must progress through their studies as per their training plan and will receive support from a trainer regularly in the workplace.
- Students have an option to be external, to progress reasonably through their studies at their own pace with trainer visits but are supported by a trainer through social media, student support line and e-mail. Workplace visits need to be conducted at a minimum of 2 times during the duration of the course or as required for the student to achieve competency. Class mode and study groups are an option in some areas— please contact Head Office for more details regarding classes in your area.

- CHC30121 Certificate III in Early Childhood Education and Care

Eligibility Requirements:

- Students enrolled pay for their own training costs.
- Students must progress reasonably through their studies as per their training plan and will receive support from a trainer regularly in the workplace.
- Students have an option to be external, to progress reasonably through their studies at their own pace with trainer visits but are supported by a trainer through social media, student support line and e-mail. Workplace visits need to be conducted at a minimum of 2 times per year or as required for the student to achieve competency. Class mode and study groups are an option in some areas— please contact Head Office for more details regarding classes in your area.

- CHC50121 Diploma of Early Childhood Education and Care

Eligibility Requirements:

- Students enrolled pay for their own training costs.
- Students must progress reasonably through their studies as per their training plan and will receive support from a trainer regularly in the workplace.
- Students have an option to be external, to progress reasonably through their studies at their own pace with trainer visits but are supported by a trainer through social media, student support line and e-mail. Workplace visits need to be conducted at a minimum of 2 times per year or as required for the student to achieve competency. Class mode and study groups are an option in some areas— please contact Head Office for more details regarding classes in your area.

- CHC62015 Advanced Diploma of Community Sector Management  
Eligibility Requirements:
    - Students enrolled pay for their own training costs.
    - Students must progress reasonably through their studies as per their training plan and will receive support from a trainer regularly in the workplace.
    - Students have an option to be external, to progress reasonably through their studies at their own pace with trainer visits but are supported by a trainer through social media, student support line and e-mail. Workplace visits need to be conducted at a minimum of 2 times per year or as required for the student to achieve competency. Class mode and study groups are an option in some areas– please contact Head Office for more details regarding classes in your area.
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### RECOMMENDED STUDY TIMEFRAMES

- CHC14015 Certificate I in Active Volunteering  
Full Time: 6 Months                      Part Time: 12 Months\*
- CHC22015 Certificate II in Community Services  
Full Time: 6 Months                      Part Time: 12 Months\*
- CHC30121 Certificate III in Early Childhood Education and Care  
Full Time: 12 Months                      Part Time: 24 Months\*
- CHC50121 Diploma of Early Childhood Education and Care  
Full Time: 24 Months                      Part Time: 48 Months\*
- CHC62015 Advanced Diploma of Community Sector Management  
Full Time: 18 Months                      Part Time: 36 Months\*

*\*If you are receiving Government benefits for study purposes your timeframe may be stipulated by the Government Department involved.*

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## COURSE ADMISSION

Admission requires the following:

1. A completed Enrolment Form with all required signatures.
2. Finance will arrange payment of fees and establish a payment plan.
3. Unique Student Identifier (USI) Number.
4. Evidence required to support eligibility of Government funding.

Students must agree to make reasonable progress with their studies in accordance with their training plans. Failure to comply will result in cancellation of studies and training.

Once the entire enrolment has been received, you will be issued with a Confirmation of your Enrolment.

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## EVIDENCE REQUIREMENTS UPON ENROLMENT

- Official Transcript/Statement of results from previous study.
- Copy of First Aid Certificate – Must include course codes HLTAID009; HLTAID012 and be current.
- Copy of Health Care Card or Pension Card which is valid on the day of enrolment. Full fees will apply until proof is supplied (Trainees/Apprentices/Guarantee and Higher Level Skills students only).
- Bank Account details to set up fortnightly direct debit payments (BSB and Account Number).
- A *colour* copy of a green Medicare Card and Drivers Licence/Over 18 Card or other relevant documentation for proof of address (Certificate II Guarantee/Certificate 3 Guarantee/Higher Level Skills students only).
- Copy of Working with Children Blue Card.

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## UNIQUE STUDENT IDENTIFIER (USI) NUMBERS

A USI number is a requirement of your enrolment, your USI number will keep your training records and results together in an online account that is controlled by you. Your USI will be securely stored in our Student Management System to prevent any misuse of your details.

If you have not previously created a USI number, please visit the below website:

<http://www.usi.gov.au/Pages/default.aspx>

Enrolments will not be processed should your USI number not be supplied or your supplied USI number doesn't verify.

No qualifications/Statement of Attainments will be issued until this number is received and verified by Head Office unless the student is exempt from obtaining a USI.

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## LANGUAGE, LITERACY AND NUMERACY

Assessment of Language, Literacy and Numeracy (LLN) skills will occur during a student's first visit with their trainer. This is to identify any LLN support for students if required.

The training context itself can present demands on a student's Language, Literacy and Numeracy skills, often the demands in the training are much greater than those required by the students in the workplace.

Particular attention will be paid to LLN skills required by the student. Techniques for gathering evidence will not demand skills beyond those specified in the unit of competency.

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## BLUE CARD

To work in Early Childhood Education and Care Services in Queensland students will have to obtain a Blue Card from the Commission for Children and Young People and Child Guardian. A Blue Card is the key prevention and monitoring system of people working with children and young people. More information can be found at <https://www.bluecard.qld.gov.au/>.

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## FIRST AID

A First Aid Certificate is a Core component of your training. First aid training is offered by the Kath Dickson Institute. Please consult your trainer regarding our first aid schedule.

## SCHEDULE OF FEES

KDI provide a payment plan system.

This system allows the student to pay course fees off over the duration of their study via PaySmart Direct Debit with interest free payments with a minimum of \$20.00 per fortnight. (Fee for Service students are required to pay as per the payment schedule.)

Full course fees are quoted upon enrolment and payment plans are to be adhered to as to avoid default fees. Inability to maintain a financial commitment as agreed upon with KDI will result in the cancellation of your studies. Three successive defaults with PaySmart will be automatic withdrawal with applicable fees (refer to Refunds/Withdrawal)

Upon enrolment and agreeing to all Terms and Conditions with all required signatures, you are committing to all course fees and associated fees.

Students are entitled to a cooling off period of 1 week (7 calendar days). During this period, students are entitled to withdraw from study and occur no penalty with their course costs (excludes non-refundable enrolment fee).

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## FINANCIAL HARDSHIP

1. If a student finds their situation has changed and the course fees have become prohibitive then an application based on financial hardship may be in writing
2. A full statement of affairs, current payslip and current tax return along with a letter outlining reasons for extreme hardship is to be supplied prior to enrolment.
3. Student will be advised of outcome within 14 days after review by our Chief Executive Officer, Institute Director and Board of Directors.
4. Please address all correspondence to Institute Director.
5. After the final decision is made should the result be unsatisfactory please refer to complaints and appeals.

Please refer to below regarding enrolment fees, tuition fees and resource fees applicable to the program/qualification you are undertaking:



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## GOVERNMENT FUNDED PROGRAMS

### *USER CHOICE PROGRAM (TRAINEES AND APPRENTICES – STUDENT CONTRIBUTION FEES)*

Student contribution fees are the non-government financial contribution to the cost of the training and assessment services provided by the Skills Assure Supplier (SAS) (the fee is paid to the SAS).

When the participant converts from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, student contribution fees must be charged for training and assessment for any units of competency not yet commenced. This does not apply when the participant is undertaking a Free apprenticeship or is a Year 12 graduate and is undertaking a high priority qualification as identified by the department. Kath Dickson Institute will calculate these fees but not charge the student, so the student is not disadvantaged.

Where the SAS must collect a student contribution fee, it may be paid on behalf of the student by their employer or a third party unrelated to the SAS, but cannot be paid or waived by the SAS (whether directly or indirectly), unless approved in writing by the department.

A copy of the fee schedule can be obtained by contacting Kath Dickson Institute.

Partial exemptions apply and are charged at 40% of the student contribution fee if the student falls within one of the following categories:

1. The student was or will be under 17 at the end of February in the year in which the RTO commenced training, and the student is not at school and has not completed year 12;
2. The student holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependent of a person who holds a health care card or pensioner concession car and is named on the card;
3. The student issues the RTO with an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
4. The student is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS Enrolment Form.

Full exemptions apply if the student falls within one of the following categories:

1. Where payment of the student contribution fee would cause the student extreme financial hardship.
  - a. For full exemption to be applicable for the category a) a full statement of affairs, current payslip and current tax return along with a letter outlining reasons for extreme hardship is to be supplied prior to enrolment.
  - b. Student will be advised of outcome within 14 days after review of our Chief Executive Officer, Institute Director and Board of Directors.
  - c. Please address all correspondence to Institute Director
2. Where the State, as represented by the Departmental officer responsible for the User Choice budget, advises in writing that the fees are optional. On receipt of such advice, the RTO may exempt the student from any Student Contribution Fee.
3. Credit transfer/national recognition has been applied to a Unit of Competency;
4. Student is a School based Apprentice/Trainee;
5. The participant is undertaking a qualification as part of the Skilling Queenslanders for Work – Work Skills Traineeship program.

## Free Apprenticeships for Under 21.

1. To be eligible, the student is required to be under 21 years of age and commence in a training contract on or after July 2019.
2. The student must enrol in a high priority qualification identified by the department for Free apprenticeships on the current User Choice price list. This is available on the DESBT website or Kath Dickson Institute staff can assist.

## Free Apprenticeships for Under 25- Funding (ceases September 2022).

1. To be eligible, the student is required to be under 25 years of age and commence in a training contract on or after July 2019.
2. The student must enrol in a high priority qualification identified by the department for Free apprenticeships on the current User Choice price list. This is available on the DESBT website or Kath Dickson Institute staff can assist.

## QUEENSLAND VET INVESTMENT

A co-contribution fee must be made by students undertaking a Certificate III level or higher. The fee may be paid on behalf of the student by a third party, but cannot be paid or waived by the RTO. Fee structures are decided by KDI and are listed below.

Partial exemptions apply if the student falls within one of the following categories:

1. The student holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependent of a person who holds a health care card or pensioner concession card and is named on the card;
2. The student issues the RTO with an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a health care card or pensioner concession card;
3. The student is an Aboriginal or Torres Strait Islander;
4. The student is a school student and is enrolled in a VETis program (may include youth in detention);
5. The student has a disability
6. The student is an adult prisoner

Full exemptions apply if the student falls within one of the following categories:

1. Credit transfer/national recognition has been applied to a Unit of Competency;
  - CHC30121 Certificate III in Early Childhood Education and Care (Certificate 3 Guarantee)  
Total units: 17 units (15 Core units and 2 Elective units)  
Full fee: \$16.00 per unit  
Concession fee: \$7.00 per unit
  - CHC50121 Diploma of Early Childhood Education and Care (Higher Level Skills)  
Total units: 15 units (12 Core units and 3 Elective units)  
Full fee: \$35.00 per unit  
Concession fee: \$14.00 per unit
  - CHC50121 Diploma of Early Childhood Education and Care (JobTrainer Fund)  
Total units: 15 units (12 Core units and 3 Elective units)  
Full fee: \$10.00 per unit  
Concession fee: \$4.00 per unit
  - CHC62015 Advanced Diploma of Community Sector Management (Higher Level Skills)  
Total units: 13 units (8 Core units and 5 Elective units)  
Full fee: \$50.00 per unit  
Concession fee: \$35.00 per unit

## FEE FOR SERVICE PROGRAMS

- CHC14015 Certificate I in Active Volunteering
  - Total units: 5 units (3 Core units and 2 Elective units)
  - Resources: \$80.00 per unit
  - First Aid: \$135.00
  - Recognition of prior learning: \$50.00 per unit (must be identified upon enrolment to receive this rate)
  - Enrolment fee: \$100.00 (non-refundable upfront cash payment upon enrolment)
  - Tuition fees excluding enrolment fee are paid off fortnightly via PaySmart (Direct Debit company) over your study period.*
- CHC22015 Certificate II in Community Services
  - Total units: 9 units (5 Core units and 4 Elective units)
  - Resources: \$150.00 per unit
  - First Aid: \$135.00
  - Recognition of prior learning: \$100.00 per unit (must be identified upon enrolment to receive this rate)
  - Enrolment fee: \$100.00 (non-refundable upfront cash payment upon enrolment)
  - Tuition fees excluding enrolment fee are paid off fortnightly via PaySmart (Direct Debit company) over your study period.*
- CHC30121 Certificate III in Early Childhood Education and Care
  - Total units: 17 units (15 Core units and 2 Elective units)
  - Resources: \$200.00 per unit
  - First Aid: \$135.00
  - Recognition of prior learning: \$150.00 per unit (must be identified upon trainer induction to receive this rate)
  - Enrolment fee: \$100.00 (non-refundable upfront cash payment upon enrolment)
  - Tuition fees excluding enrolment fee are paid off fortnightly via PaySmart (Direct Debit company) over your study period.*
- CHC50121 Diploma of Early Childhood Education and Care
  - Total units: 15 units (12 Core units and 3 Elective units)
  - Resources: \$200.00 per unit
  - First Aid: \$135.00
  - Recognition of prior learning: \$150.00 per unit (must be identified upon enrolment to receive this rate)
  - Enrolment fee: \$100.00 (non-refundable upfront cash payment upon enrolment)
  - Tuition fees excluding enrolment fee are paid off fortnightly via PaySmart (Direct Debit company) over your study period.*
- CHC62015 Advanced Diploma of Community Sector Management
  - Total units: 13 units (8 Core units and 5 Elective units)
  - Resources: \$250.00 per unit
  - Recognition of prior learning: \$150.00 per unit (must be identified upon enrolment to receive this rate)
  - Enrolment fee: \$100.00 (non-refundable upfront cash payment upon enrolment)
  - Tuition fees excluding enrolment fee are paid off fortnightly via PaySmart (Direct Debit company) over your study period.*

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## EXTENSIONS

### *FEE FOR SERVICE*

Students under these arrangements will be withdrawn once their course completion timeframe has been reached or will incur additional fees to extend this date.

Fees applicable are as follows:

- \$50.00 for the first three (3) Months
- \$100.00 for the following three (3) Months

Six Months (6) extension is the maximum time KDI will allow a student to extend. Students will be withdrawn after this period and need to re-enrol to complete the chosen qualification. Fees for withdrawal and further course costs will apply with no exceptions.

### *USER CHOICE*

Students under these arrangements are given strict timelines from the Department of Education, Small Business and Training. If an extension is required, an application is to be made to DESBT via the following form.

<https://training.qld.gov.au/apprenticeshipsinfo/informationresources/Documents/app-forms/pdf/extension.pdf>

### *GUARANTEE / HIGHER LEVEL SKILLS*

Students under these arrangements will be granted an extension of any documented leave e.g maternity, illness etc. If further time is required, the student will be granted 1 month for each competency remaining. Extension is at the discretion of the trainer.

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## COMPLETION

Completion of your course is when you have completed all off-the-job *and* on the job components for each unit pertaining to your course.

All course fees are to be finalised prior to completing your course, or issuance of your Qualification and Statement of Results will be withheld.

Qualifications and Statement of Results will be issued within 30 calendar days from the date of completion.

# WITHDRAWAL

Students who wish to withdraw from a course are required to notify their trainer in writing via e-mail, written correspondence or social media.

Statement of Attainments will be issued to students within 30 calendar days of cancellation if all applicable withdrawal fees have been finalised. *No correspondence* will be issued if any fees are outstanding.

## REFUND POLICY

### *USER CHOICE PROGRAM (TRAINEES AND APPRENTICES)*

- A full refund will be given to participants for student contribution fees charged for training delivery that has not commenced at the time of the cancellation of enrolment;
- A proportionate refund will be issued where the participant has withdrawn from a unit of competency; and
- Employers/industry will be refunded for additional charges paid beyond the participant and government contributions

### *QUEENSLAND VET INVESTMENT (CERTIFICATE 3 GUARANTEE AND HIGHER LEVEL SKILLS)*

- Once course commencement has occurred, no refund will be applicable  
(Course commencement is defined as when you receive any study material)

### *FEE FOR SERVICE (CERTIFICATE II, CERTIFICATE III, DIPLOMA, ADVANCED DIPLOMA)*

- KDI will provide a full refund (exempting the enrolment fee) if the student has only enrolled in a course and received NO study materials or training.

<b>FEE FOR SERVICE WITHDRAWAL COSTS</b>		
Enrolment valid for 0-1 Month from start date <sup>^</sup>	10% of Course fee	+Enrolment fee
Enrolment valid for 1-2 Months from start date <sup>^</sup>	25% of Course fee	+Enrolment fee
Enrolment valid for 2-3 Months from start date <sup>^</sup>	50% of Course fee	+Enrolment fee
Enrolment valid for 3+ Months from start date <sup>^</sup>	\$1500.00 capped fee or equivalent course costs*. Whichever is higher	+Enrolment fee

*\*Equivalent course costs are relevant costs for units of competencies achieved and any training commenced on units.*

*<sup>^</sup>Start date is defined as the date nominated on your enrolment form.*

# FLEXIBLE LEARNING AND ASSESSMENT

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## COMPETENCY BASED EDUCATION

What is competency-based education and what makes it different?

The most important characteristic of competency-based education is that it measures learning rather than time. Students' progress by demonstrating their competence, which means they prove that they have mastered the knowledge and skills, called competencies.

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## ASSESSMENT

Assessment is the process of collecting evidence and making judgements on the extent and nature of progress a student makes towards the performance criteria as stated in the Training Packages.

Assessment is ongoing and occurs through the duration of the course.

Refer to Training and Assessment Chapter 4 in *Standards for Registered Training Organisations 2015*. The standards are located <http://www.asqa.gov.au/>

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## ASSESSMENT METHODOLOGY

A	Workbooks	B	Practical Tasks	C	Observation/ Questioning of Performance
D	Projects/Portfolios	E	Third Party Reports		

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## OUTCOMES OF ASSESSMENT

Students are required to agree in writing to the assessment techniques and time frames used by trainers/workplace assessors. All Institute Trainers are qualified to a minimum of AQF Level IV in Training and Assessment.

If students disagree with the outcome of an assessment, then they may enter an appeal process. Refer to Complaints and Appeals.

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## RESOURCES

We provide students with resources and materials such as the following but are not limited to:

1. 1300 Phone Support;
2. Highly qualified and experienced trainers;
3. Individual trainer for each student;
4. Quality Learning Resources
5. Network Links.

## REASONABLE ADJUSTMENT

Reasonable adjustments are made to ensure equity in teaching, learning and assessment for learners with a disability.

We make reasonable adjustments in Vocational Education to make sure that learners with a disability have:

1. The same learning opportunities as learners without a disability
2. The same opportunity to perform and complete assessments as those without a disability.

For further information regarding this topic the resources are available on the internet:

- *Disability Standards for Education 2005*
- *Disability Discrimination Act 1992*

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## RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of prior learning, also referred to as RPL, is the formal acknowledgement of a person's current skills and knowledge, no matter how, when or where the learning occurred. This is an important assessment pathway, particularly for people who are considering doing some study. The recognition gained may considerably reduce the study time needed to get a qualification. RPL is a process that is identified at the commencement of a person's training, apprenticeship or traineeship. The RPL assessment may include workplace observation, interviews and professional conversations, work samples and documented evidence.

If you believe you have the workplace skills and recent/current experience, try the self-evaluation tool as set out by the Department of Education, Training and Employment at: <http://skillomatic.theworklab.com.au/>

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## CREDIT TRANSFER

Credit transfer recognises previous formal learning. KDI will recognise AQF qualifications and statements of attainment/results issued by all other RTO's. Credit transfer allows units of competency with the same national competency code previously achieved by a student to be recognised when they are enrolled in a related course where those units can assist them in meeting the requirements for a qualification.

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## GAP ASSESSMENT

Gap Assessment is the process of transitioning students from superseded qualifications/units of competency to the latest competency requirements.

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## VOCATIONAL PLACEMENT

Vocational placement must be done as a requirement of your chosen studies if you are not already working in the industry. Vocational Placement is a required component of the course as a whole qualification or for an individual competency, it doesn't matter if the unit is compulsory or an elective chosen by the student. Students are required to complete up to 240 hours per qualification.

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## MATERNITY LEAVE / SICK LEAVE / PERSONAL LEAVE

During the term of study in all the above mentioned contracts you are able to suspend the training for a maximum period of 12 months. Payment during this period is not suspended and continues as per original payment agreement. Please speak to your trainer if this applies to you and complete any applicable documentation.

## MODES OF DELIVERY

The options currently available are:

- Face to Face
- On-site visits
- External
- Class (where applicable)

Modes of Delivery may vary per course – please clarify upon enrolment.

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## CHANGE IN CIRCUMSTANCES

If there are extenuating circumstances that may affect your progress of study and training the student must notify their trainer and Institute Director.

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## COURSE UNAVAILABILITY

In the event that KDI is unable to provide a scheduled course or unit or cancels a course or unit of study, no tuition fee liability will accrue to the student for that course or unit of study. Every effort will be made to make suitable arrangements for student to complete the course unit at another RTO, or offer the student a comparable unit of study. If arrangements made are not satisfactory the student will receive a full refund.

# COURSE OUTLINES

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## CHC14015 CERTIFICATE I IN ACTIVE VOLUNTEERING

This Qualification covers people working in a voluntary capacity and includes foundation skills by all volunteers to enable them to effectively undertake their volunteer work using basic practical skills required for the job.

### *WHAT WILL I STUDY?*

To complete a CHC14015 Certificate I in Active Volunteering 3 core units and 2 elective units are required. The core units must be completed as stated, but the two (2) elective units must be chosen in consultation with your workplace and your trainer.

If you are not working in a voluntary capacity with an organisation, it will also be necessary to complete a Workplace Practicum of 30 hours. Please note that the practical work placement hours must be completed before the unit is deemed competent. KDI staff can provide further information on this.

Competency Code	Competency Name	Hours per unit	Core/Elective
CHCDIV001	Work with diverse people	40	Core
CHCVOL001	Be an effective volunteer	25	Core
HLTWHS001	Participate in workplace health and safety	20	Core
CHCCOM005	Communicate and work in health and community services	30	Elective
HLTAID003	Apply basic first aid	20	Elective

### *WHAT ARE THE ENTRY REQUIREMENTS?*

There are no special entry requirements. You should have basic language, literacy and numeracy skills.

### *WHERE CAN I STUDY?*

You are able to study throughout most locations in Queensland; however, you will need to contact the Institute to ascertain what delivery modes are available to you in each region.



## CHC22015 CERTIFICATE II IN COMMUNITY SERVICES

This Qualification covers people working in the Community Services sector and includes foundation skills by all workers to enable them to effectively undertake their work using basic practical skills required for the job.

### WHAT WILL I STUDY?

To complete a CHC22015 Certificate II in Community Services 5 core units and 4 elective units are required. The core units must be completed as stated. At least two (2) elective units must be chosen from the elective list provided in the Qualification Outline and two (2) may be imported units, that pertains to your work role, from other Training Packages or accredited courses in consultation with your workplace and your trainer.

If you are not working with an organisation, it will also be necessary to complete a Workplace Practicum of 100-240 hours. Please note that the practical work placement hours must be completed before the unit is deemed competent. KDI staff can provide further information on this.

Competency Code	Competency Name	Hours per unit	Core/Elective
CHCCOM001	Provide first point of contact	35	Core
CHCCOM005	Communicate and work in health or community services	30	Core
CHCDIV001	Work with diverse people	40	Core
HLTWHS001	Participate in workplace health and safety	20	Core
BSBWOR202	Organise and complete daily work activities	20	Core
Electives – Early Childhood			
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander Cultural Safety	25	Elective
CHCECE002	Ensure health and safety of children	63	Elective
CHCECE004	Promote and provide healthy food and drinks*	35	Elective
CHCPRT001	Identify and respond to children and young people at risk	40	Elective
Electives – Community Services			
CHCVOL001	Be an effective volunteer	25	Elective
BSBWOR201	Manage personal stress in the workplace	40	Elective
HLTINF001	Comply with infection prevention and control policies and procedures	25	Elective
Electives – both streams will complete			
HLTAID003	Provide first aid	18	Elective

\*This unit is imported from early childhood and is a good elective for anyone working with children or volunteering in an organisation that serves food.

### WHAT ARE THE ENTRY REQUIREMENTS?

There are no special entry requirements. Applicants should have basic language, literacy and numeracy skills and possess a Working with Children Blue Card or National Police Clearance Check.

### WHERE CAN I STUDY?

You are able to study throughout most locations in Queensland, however, you will need to contact the Institute to ascertain what delivery modes are available to you in each region.

## CHC30121 CERTIFICATE III IN EARLY CHILDHOOD EDUCATION AND CARE

This qualification reflects the role of educators in early childhood education and care who work in regulated children's education and care services in Australia. They support children's wellbeing, and development in the context of an approved learning framework. Educators use a range of well-developed skills and knowledge using discretion and judgment when carrying out their work in the context of established policies and procedures. They may work independently or under the guidance of others, though in some contexts that guidance may not be on-site.

Early childhood educators work in long day care centres, family day care, pre-schools or kindergartens. To achieve this qualification, the individual must have completed a total of at least 160 hours of work in a regulated children's education and care service in Australia as detailed in the Assessment Requirements of units of competency. The total number of hours may be applied collectively across all units of competency that include the requirement for workplace hours. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication. Under the Education and Care Services National Law (2011) the Australian Children's Education and Care Quality Authority (ACECQA) publishes lists of approved early childhood education and care qualifications and information regarding regulatory requirements here: [www.acecqa.gov.au](http://www.acecqa.gov.au)

### WHAT WILL I STUDY?

To complete CHC30121 Certificate III in Early Childhood Education and Care **15 Core units and 2 Elective units** are required. The core units must be completed as stated, but the two (2) elective units may be chosen in consultation with your workplace and your trainer.

If you are not working in the industry, it will also be necessary to complete a 160 hours minimum Workplace Practicum. Please note that certain units have practical work placement hours that are required to be completed before the unit is deemed competent. These hours can be completed within your practicum. KDIECS staff can provide further information on this.

Competency Code	Competency Name	Hours per unit	Core/ Elective
CHCECE030	Support inclusion and diversity	63	Core
CHCECE031	Support children's health, safety and wellbeing	160	Core
CHCECE032	Nurture babies and toddlers	108	Core
CHCECE033	Develop positive and respectful relationships with children	100	Core
CHCECE034	Use an approved learning framework to guide practice	80	Core
CHCECE035	Support the holistic learning and development of children	100	Core
CHCECE036	Provide experiences to support children's play and learning	75	Core
CHCECE037	Support children to connect with the natural environment	50	Core
CHCECE038	Observe children to inform practice	40	Core
CHCECE054	Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures	55	Core
CHCECE055	Meet legal and ethical obligations in children's education and care	60	Core
CHCECE056	Work effectively in children's education and care	65	Core
CHCPRT001	Identify and respond to children and young people at risk	40	Core
HLTAID012	Provide First Aid in an education and care setting	20	Core
HLTWHS001	Participate in workplace health and safety	20	Core
CHCDIV001	Work with diverse people	40	Elective
CHCECE039	Comply with family day care administration requirements	30	Elective
CHCPRP003	Reflect on and improve own personal practice	120	Elective

## WHAT ARE THE ENTRY REQUIREMENTS?

Applicants should have sound language, literacy and numeracy skills and possess a Working with Children Blue Card

## WHERE CAN I STUDY?

You are able to study throughout most locations in Queensland; however, you will need to contact the Institute to ascertain what delivery modes are available to you in each region.

## CHC50121 DIPLOMA OF EARLY CHILDHOOD EDUCATION AND CARE

This qualification reflects the role of educators in early childhood education and care who work in regulated children's education and care services in Australia. Educators at this level are responsible for designing and implementing curriculum that meets the requirements of an approved learning framework and for maintaining compliance in other areas of service. To complete a CHC50121 Diploma of Early Childhood Education and Care **12 Core units and 3 Elective units** are required. The core units must be completed as stated, but the three (3) elective units may be chosen in consultation with your workplace and your trainer.

To achieve this qualification, the individual must have completed a total of least 280 hours of work in a regulated children's education and care service in Australia as detailed in the Assessment Requirements of units of competency. The total number of hours may be applied collectively across all units of competency that include the requirement for workplace hours. KDIECS staff can provide further information on this.

### Entry Requirements

Entry to this qualification is open to individuals who:

- hold a CHC30121 Certificate III in Early Childhood Education and Care or
- CHC30113 Certificate III in Early Childhood Education and Care.

Competency Code	Competency Name	Hours per unit	Core/ Elective
BSBTWK502	Manage team effectiveness	60	Core
CHCECE041	Maintain a safe and healthy environment for children	55	Core
CHCECE042	Foster holistic early childhood learning, development and wellbeing	200	Core
CHCECE043	Nurture creativity in children	80	Core
CHCECE044	Facilitate compliance in a children's education and care service	110	Core
CHCECE045	Foster positive and respectful interactions and behavior in children	60	Core
CHCECE046	Implement strategies for the inclusion of all children	65	Core
CHCECE047	Analyse information to inform children's learning	75	Core
CHCECE048	Plan and implement children's education and care curriculum	180	Core
CHCECE049	Embed environmental responsibility in service operations	73	Core
CHCECE050	Work in partnership with children's families	70	Core
CHCPRP003	Reflect on and improve own professional practice	120	Core
BSBOPS502	Manage business operational plans	70	Elective
BSBPEF502	Develop and use emotional intelligence	60	Elective
CHCDIV003	Manage and promote diversity	80	Elective
CHCMGT003	Lead the work team	100	Elective
CHCPOL002	Develop and implement policy	90	Elective
CHCECE052	Plan service and supports for children and families	60	Elective
CHCECE057	Use collaborative practices to uphold child protection principles	80	Elective

## CHC62015 ADVANCED DIPLOMA OF COMMUNITY SECTOR MANAGEMENT

This Qualification reflects the role of workers who are middle managers or managers across a range of community sector organisations. These people work independently and report to executive management, directors or boards of management. They undertake a range of functions requiring the application of knowledge and skills to achieve results in line with the organisation's goals and strategic directions. Please note that this course has been specifically tailored for early childhood professionals in consultation with the industry.

At this level, workers have responsibility for planning and monitoring service delivery, recruitment and performance management of other paid or unpaid workers, managing risk and contributing to continuous improvement within the scope of their specific role. This may include management of a specific programs or projects or broader management of a community based organisation, early childhood service, not for profit organisation or community centre.

### WHAT WILL I STUDY?

To complete CHC60215 Advanced Diploma of Community Sector Management, 8 Core units and 5 Elective units are required. The core and elective units must be completed as stated.

Competency Code	Competency Name	Hours per unit	Core/ Elective
CHCDIV003	Manage and promote diversity	80	Core
CHCLEG003	Manage legal and ethical compliance	80	Core
CHCMGT001	Develop, implement and review quality framework	110	Core
CHCMGT003	Lead the work team	100	Core
BSBFIM601	Manage finances	80	Core
BSBINN601	Lead and manage organisational change	60	Core
BSBMGT608	Manage innovation and continuous change	70	Core
BSBRISK501	Manage risk	60	Core
CHCCCS007	Develop and implement service programs	90	Elective
CHCPOL002	Develop and implement policy	90	Elective
CHCPOL003	Research and apply evidence to practice	65	Elective
BSBMGT605	Provide leadership across the organisation	60	Elective
BSBMGT616	Develop and implement strategic plans	80	Elective

### WHAT ARE THE ENTRY REQUIREMENTS?

Applicants should have good language, literacy and numeracy skills and possess a Working with Children Blue Card or a National Police Clearance check. Competence in a Diploma or equivalent is recommended by Kath Dickson Institute.

Advanced Diploma level qualifications and above require the person to be in a supervisory role within the workplace or have significant experience in the designated occupation.

### WHERE CAN I STUDY?

You are able to study throughout most locations in Queensland, however, you will need to contact the Institute to ascertain what delivery modes are available to you in each region.

# STUDENT SUPPORT SERVICES

KDI recognise that students differ in terms of personal experience, learning style and educational back background. We are committed to using quality management practices to ensure effective client services.

If at any stage of your training you require support or assistance you are invited to contact your trainer to discuss and design a support strategy.

Support Services may include the following areas:

- Mentoring
- Counselling
- Language, Literacy and Numeracy
- Disability Support

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## WELFARE AND GUIDANCE SERVICE

Our aim is to support students and KDI staff in their understanding of issues arising from the training package in relation Language, Literacy and Numeracy (LLN), reasonable adjustment and access and equity by building relations with and referrals to:

### *LANGUAGE AND CULTURAL SERVICES*

- TAFE-*Language, Literacy and Numeracy Courses* <http://www.tafe.qld.gov.au/>
- TAFE Queensland Support Services <https://tafeqld.edu.au/current-students/student-support-services/index.html>
- Language services | QCOSS Community Door <https://www.communitydoor.org.au/culturally-and-linguistically-diverse/language-services>
- Supporting multicultural communities <https://www.qld.gov.au/community/your-home-community/supporting-multicultural-communities>

### *DISABILITY SUPPORT SERVICES*

- Disability Connect Queensland <https://www.communities.qld.gov.au/disability-connect-queensland>
- Disability and lifestyle support services <https://www.unitingcareqld.com.au/services-and-support/disability/>

# STUDENT OBLIGATIONS

## WORK SUBMISSION STANDARD

- Written work must be submitted on A4 paper only.
- No staples, plastic sleeves or folders are to be submitted.
- Pencil will not be accepted, all work completed in pencil will be returned to be resubmitted in pen.
- Due to assessment being scanned and stored electronically only blue and black pen is to be used
- The standard of work required is contained in the Australian Core Skills Framework.
- The trainer will discuss this with you upon enrolment.

## PROGRESSION OF STUDY

Students are required as a minimum standard to submit one (1) competency every three (3) months.

## STUDENT RESPONSIBILITIES

The Institute was established to support and train adult learners and has expectations of all students.

- Students who are found to have cheated or plagiarised assessment work will jeopardise their study and may be dismissed.
- Students who arrive obviously under the influence of drugs or alcohol will be asked to leave.
- Students who demonstrate serious misconduct will be dismissed.
- Students who threaten the safety of staff or peers will be handed over to the appropriate authorities

## FALSIFIED DOCUMENTATION

Students, who provide any form of documentation with misleading or false information, (for example; Fraudulent Qualifications) will be reported to:

1. CEO of Kath Dickson Family Centre Limited.
2. Director of Workplace
3. Department of Employment, Small Business and Training(DESBT)

## REPLACEMENT QUALIFICATIONS, STATEMENT OF RESULTS AND STATEMENT OF ATTAINMENTS

The costs of issuing qualifications, statement of results and statement of attainments are included in the course costs. In the event of your qualification being lost, misplaced or destroyed for any reason a cost will be incurred to be issued a replacement.

Document	Cost
Statement of Attainment	\$50.00
Statement of Results	\$50.00
Diploma Qualification	\$50.00
Certificate IV Qualification	\$50.00
Certificate III Qualification	\$50.00
Certificate II Qualification	\$50.00
Re-evaluation of Results (1 hour or less)*	\$55.00

\*The re-evaluation fee is fully refundable if a result is upgraded

# COMPLAINTS AND APPEALS

The Kath Dickson Institute have policies and procedures for dealing with customer complaints and appeals in a constructive and timely manner.

## PROCESS – COMPLAINTS

Student or employees who are clients of the KDI have the right have any complaints heard by the Institute Director, the Chief Executive Officer or the Board of Directors.

**COMPLAINT:** An official complaint will be defined as a grievance that cannot be resolved in the first instance of initial contact with the complainant and requires further action to be taken before resolution.

**APPEAL:** An appeal will be defined as a student's grievance with their results on completion of study that cannot be resolved in the first instance of initial contact with the complainant and requires further action to be taken.

## PROCESS – COMPLAINTS

If a student has a grievance concerning Kath Dickson Institute practices or personnel, the following process will be implemented:

Step 1: The grievance is articulated to the student/client nominated Trainer/Assessor

Step 2: If no agreement is reached in Step 1, the grievance is to be put in writing to the Institute Director to investigate.

Step 3: The Institute Director will investigate the complaint and respond within 7 working days

Step 4: If no agreement is reached the matter will be referred to the Chief Executive Officer.

*At this point the student may engage the help of an advocate.*

Step 5: The final stage of the appeal process is when the matter is referred to the Kath Dickson Family Centre Ltd Board of Directors whereupon a decision will be reached and the matter ended.

Where the Kath Dickson Family Centre Ltd Board of Directors considers more than 60 calendar days are required to process and finalise the complaint, the organisation will:

1. inform the complainant in writing, including reasons why more than 60 calendar days are required, and
2. regularly update the complainant or appellant on the progress of the matter.

Throughout the complaint process students and trainers will be treated with respect and dignity. All stakeholders will be informed in writing of the outcome of the complaint process within seven (7) days of the final stage.

## PROCESS – APPEALS

If a student has a grievance concerning an assessment outcome the following process will be implemented:

Step 1: The appeal should be put in writing to the trainer within 21 days of the assessment outcome being known;

Step 2: The appeal will be heard by the Trainer and the Institute Director within seven (7) days of receiving the written complaint

Step 3: If no agreement is reached at this stage a Board of Moderation of qualified specialists will be convened for the review

Step 4: If no agreement is reached in Step 3, the matter will be referred to the Chief Executive Officer.

*At this point the student may engage the help of an advocate.*

Step 5: The final stage of the appeal process is when the matter is referred to the Kath Dickson Family Centre Board of Directors whereupon a decision will be reached and the matter ended.

Where Kath Dickson Family Centre Ltd Board of Directors considers more than 60 calendar days are required to process and finalise the appeal, the organisation will:

1. inform the appellant in writing, including reasons why more than 60 calendar days are required, and
2. regularly update the appellant on the progress of the matter.

Throughout the appeal process students and trainers will be treated with respect and dignity. All stakeholders will be informed in writing of the outcome of the appeal process within seven (7) days of the final stage.



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